Helpful Hints

I can’t sign in! – Please be sure you are signing into aspect.com/training in the MIDDLE of the page

Your username has changed – Please be sure you are using your email address without the 1, so just your email address, to log in.

I can’t login – Please be sure you are using your email address without the 1, so just your email address, to log in. Then reset your password using Forgotten Password which is under the Login box.

NOTE: Your password must contain:

- Minimum 5 characters
- First letter uppercase letter
- One lowercase letter
- One number
- One special character

Please set your time zone as that will help you find appropriate timed classes.

Searching suggestions

Below, in the next section, we have how to search the catalog. However, you can now see all the courses available on every product Aspect offers. This can be daunting.

In order to limit that search, limit by product (for instance WFM). Then you can limit it by type of class.

- For a class to take right now, choose self-paced and this will list videos (Aspect Via WFM is the same in the core portions, so the Forecasting, Scheduling and Tracking videos apply to WFM)
- To schedule an instructor-led class, please choose Virtual and classroom. The virtual are instructor led classes using our webex and a phone line. They are hands-on using our systems remotely for activities and exercises during class.

In the system all classes show pricing. All classes show pricing. Those classes covered by a subscription will have enroll when you drill down into it.

For instance, below, I have one of those video courses and a self-paced class. Both have pricing, and both have that enroll button.
TO FIND Courses

Step 1. Click on the Catalogue tab and select Search.

Step 2. Use the search bar to look for the Course Name or using a Keyword.

Step 3. You can also search by Product type or delivery type. To find classes under Basic Subscription search online only. All classes will show pricing. Classes covered by subscription will have an enroll option.

Step 4. Choose a class that fits your agenda and time zone and click Enroll. If the class you’re looking for is not available, click the Request option.
Step 5. Once you enroll into a class, it will move to **My Current Learning** option under the **My Learning Tab**.
No play button!!

**Question** – I have drilled down on a class that is a video or self-paced and I see not play button. What is wrong?

Click the enroll button. Then you will have the play button.
TIME ZONE SETTINGS

To see our available offerings in your local time zone.

**Step 1.** Go to your training profile, click on the menu on the right upper corner next to your name and select *My Preferences*.

**Step 2.** Select your local time zone from the list and hit save.
PRODUCT DOCUMENTATION

To access Aspect product documentation, go to Customer Care Center enter your credentials and click on the Documentation Tile and then click on “Product Documentation Portal”.

What’s New in the Aspect Customer Center?
Click here to find out

DOCUMENTATION

Product Documentation Portal

Aspect is committed to partnering with you as you implement and gain confidence and proficiency with our solutions. We provide on-demand, engaging e-learning and documentation developed to increase long-term performance success. The Product Documentation portal has an interactive search feature and provides up-to-date news as to what will be coming as we release new versions of product documentation. Click the button to the left to launch the Product Documentation portal in a new window, and look for a link on the News home page for an interactive guide to using the features of the portal.

Online Help

How-to information and development guides for some of our cloud solutions are available to all users through our online help libraries.

- In Voezo Online Help, you’ll find documentation for Aspect OP, Prophecy, the Evolution Developer Portal, and Proactive Engagement Suite. It also offers development language documentation for VoezoSNA and CallML.
- Go to Zipwire Online Help for information about setup, integrations, reporting and analytics, data security, and PCOSS for Aspect Zipwire software.

For questions about access and documentation content, please contact the Aspect Education Services team.
Click **KNOWLEDGE LIBRARY** to locate available documentation for all Aspect products.

Please note the case system for Education has been turned off, to contact us please send an email to [education@aspect.com](mailto:education@aspect.com).